Medical Assistant

Clinical Practicum Handbook
Eligibility Requirements for Practicum

1. You must have completed all Certificate courses except for the following:

   *MAT131 – Can be taken with practicum

2. Associate Degree courses below can be taken with or after the practicum:

   *COM 231 Communication Fundamentals
   or COM 240 Interpersonal Communication
   *ADO4
   *ADO6

3. If it has been more than one semester since you have taken MOA214 or MOA216 you will need to repeat MOA214 & MOA216. If it has been more than two semesters since you have taken MOA114 and MOA116 you will need to repeat MOA114 and MOA116. If it has been more than one semester since you have taken MOA111 & MOA211, you will need to take MOA114, MOA116, MOA214, MOA216.

   For example: If you took MOA214 and MOA216 in Fall, you can still take MOA251 & MOA252 in Spring. However, if you took MOA214 and MOA216 in the Fall, you could not take MOA251 & MOA252 the following Fall and would have to repeat MOA214 & MOA216.

**Please meet with the Program Director if you have any questions regarding these requirements.**
Dear Medical Assistant Student:

First of all, congratulations on being so close to completion of your program. You have worked hard to learn the skills and gain the knowledge to become a successful Medical Assistant. Now is the time to take the skills and knowledge learned and put it in to practice in a real office setting.

This handbook will provide you with the materials and instructions needed to begin and complete your Clinical Practicum. Please be sure to also refer back to your program handbook for additional information.

**The Clinical Practicum Placement Process**

1. Once you receive your Clinical Practicum handbook, you will need to begin completing the following forms, along with a resume to be handed in by the Application Deadline. **It is highly suggested that you submit the resume to the Program Director prior to the deadline for proofreading.**
   (You can check each item off below once completed to ensure you don’t miss anything!)
   
   ____ Clinical Practicum Application (Note Application Deadline on form). Form is marked with an A in the upper right hand corner in this document.
   ____ Health Certification Form – **both pages**. Forms are marked with an A in the upper right hand corner. (Provide your physician with a copy of the **Technical Standards for Admission** when you meet with them to sign the form)
   ____ Copy of your First Aid and Health Care Provider CPR cards
   ____ Copy of **TWO** current TB tests showing negative results
   ____ Copy of your immunization record or titer results demonstrating immunity
   ____ Perfect Resume (Examples are included in the handbook – Use these examples!)
   ____ Unofficial Transcripts (printed off e-Services)

2. You will give all required forms to the Program Director by the due date. It is suggested to get your packet in early, because if anything is missing or incorrect (including your resume) you will not go out until the following semester. **ALL** documents and **ALL** immunizations (or titers) must be completed by the due date with the exception of the 3rd Hep B vaccination and if you have not completed CPR/First Aid, you must show documentation that you are registered for it.

3. If there is anything missing and it is not in by the deadline, you will be required to go out on Clinical Practicum the following semester.

4. The Program Director will then begin finding you a site. As the student, you are only to provide sites in which you would like to be placed. Please do not “cold call” or contact sites asking for a Clinical Practicum. However, if you have a personal connection with a site (possibly your doctor or someone you know) please include that information on the Practicum Application. Please note that some sites may require an interview.
Requirements Once Placed in Clinical Practicum Site

Once you are placed at your site you will need to:

1. Provide your site supervisor with the documents provided to you by the Program Director which will include the following:

   **Letter to Supervisor**
   Supervising Your Jackson Community College Medical Assistant Extern
   JCC SMA Clinical Practicum Requirements
   Mid-Term Clinical Practicum Evaluation of Student

2. Complete the *Medical Assistant Clinical Practicum Site Information* form and submit it to the program director. Include the scheduled hours you will be working as agreed upon by yourself and your supervisor.

3. When you have completed half of your hours, you will E-MAIL Program Director/Practicum Coordinator with the name of the person we are to schedule the site visit with. You will then let the site manager know that we will be contacting them to schedule the site visit. Also remind them to complete the *Mid-Term Clinical Practicum Evaluation* form you provided to them at the beginning of your practicum. Note that you may be observed performing at your site during the visit.

4. Fill out *Weekly Diary/Time Sheets*. These must be filled out completely and signed by your supervisor. This form will be available to you on the MOA252 course on JetNet.

5. If you know you will need to miss a scheduled day, you must submit a *Request to Schedule Clinical Practicum Absence* form (which is included in this handbook).

6. If you have to call in due to an emergency or illness, you must e-mail the Program Director regarding your absence along with notifying the site supervisor.

7. If it is found there is a problem at anytime during your Clinical Practicum, you will be notified and you will have the opportunity to respond if desired. If you choose to respond, please fill out the *Student Corrective Action Reply*.

8. Complete the various surveys and Clinical Practicum Paper as assigned on the JetNet courseroom.

9. Log in to the JetNet courseroom weekly and share your experiences for the week. Each weekly post should be a minimum of 100 words. Along with your post, you must provide a *substantial* post to at least one other post – “I agree” or “Me too” does not constitute a substantial post.

*If you have questions at any time, please contact the Program Director.*
MEDICAL ASSISTANT CLINICAL PRACTICUM
Jackson Community College

INSTRUCTOR: Dr. Kristin Spencer, PhD, MBA, CMA (AAMA)
OFFICE: 229 WHITING HALL, Mail Box Whiting Hall Main Office
PHONE: 517 796 8463 (direct dial)
E-mail: spencerkristinn01@jccmi.edu
CREDITS: 3 Clinical Practicum times: 180 hours

PRE-REQUISITES: PERMISSION OF THE PROGRAM DIRECTOR.

1. 2.5 grade in – MOA 120, MOA114, 116, 214, and 216, MOA 240, and MOA241.
   2.0 in all other required AAS or Certificate classes.
2. This is an advanced course. The student must have completed almost all of the courses outlined on the
   Curriculum Guide Sheet. Exceptions are made on a per student basis by the instructor.
3. All paperwork must be submitted and approved prior to Clinical Practicum placement.

COURSE DESCRIPTION:

The Clinical Practicum provides an opportunity for students to experience working in a qualified licensed health
are practitioner's office or clinic. The student will perform both clinical and administrative medical assisting
while being supervised and evaluated by the office staff and monitored by the instructor. All enrolled in Clinical
Practicum will complete 180 hours minimum in their clinical site and will also participate in a virtual (JetNet)
courseroom.

Special Needs: If you have any conditions that require special accommodation during the Clinical Practicum, due
to physical or other limitations, please inform your instructor so that reasonable accommodations may be made.

Note: Students are not to receive pay during their Clinical Practicum time and are not to be used to replace a
paid employee. Therefore, regardless of the type of uniform or business clothing they wear, they must wear a
JCC name tag for patients to see. Students are also never to be left alone at the site during their Clinical
Practicum, especially to do work unsupervised.

Textbooks:

MA Notes. FA Davis. 2nd ed. ISBN 978-0803623668

Pocket drug book.

Pocket medical dictionary.
COURSE OBJECTIVES:

Within the setting of a physician's office, seminar classroom, or other approved facility the student will:

1. Utilize the basic skills and knowledge gained by taking all of the Medical Assistant required courses prior to Clinical Practicum;

2. Positively relate with and understand the role of the office manager, physician(s), and staff, so as to become a valued member of the team;

3. Positively relate with patients and their families in person and on the phone using compassion and empathy;

4. Effectively work with a medical office team in relation to patient care and business functions being able to take initiative to ask for or suggest work for themselves and to complete that work with minimal supervision;

5. Accept directions, instructions, and feedback given by supervisor or other office personnel as appropriate and follow through to make adjustments in behaviors or studies;

6. Ask appropriate questions when in doubt about a procedure or policy, write down the information and learn it for the next encounter;

7. Analyze situations and plan a course of action based on sound principles of scientific method, problem solving, and critical thinking taught in the medical assistant courses and then evaluate the outcome of actions and note for future actions.

8. Act and speak in a professional manner as described in medical assistant text and courses using proper grammar, tone of voice, and use of medical terminology;

9. Meet all dress code requirements as shown on attached Medical Assistant Dress Code.

10. Tardiness and absences will not be tolerated. Student must attend site on days and times agreed upon by the student and the site. One eight hour day absence is allowed. The student will call the medical office ASAP to report the absence or tardiness and make arrangements to make up the time missed. Also, the Program Director must be informed of the absence.

11. Verbal orders should be avoided (especially for medications) for treatments to be performed by the student. Medication orders should be written in the chart or on a note pad and acknowledged as correct by the physician or supervisor before administering. The student should write down the verbal order and then repeat it back to the doctor or supervisor giving the order to make sure it is correct.

12. Handling bio-hazardous materials and potentially infectious body fluids:
   a. Use universal standards when handling all body fluids, used instruments, bandages and body tissues or participating in procedures which may be a potential source of infection to the student or other patients.
   b. Always wear latex gloves, appropriate eye protection or impervious gowns, and/or masks and properly dispose of equipment and other products in sharps containers, or special containers when performing any procedure in which there is a risk of spreading infections (according to techniques previously taught in clinical courses).
   c. If an exposure occurs, rinse with water and/or wash immediately with anti-microbial soap. Report the incident to your supervisor. They will
administer first aid and advise you how to proceed. Also, report the incident to your instructor ASAP. Proceed to obtain the necessary medical treatment or testing as advised.

Handle bio-hazardous materials and chemicals with care using precautions and warnings labeled on containers and explained in the office procedure manuals for these materials. If exposed, follow the instructions posted in the office for the specific material. Read beforehand.

**NOTE:** Students are not considered employees and are responsible for all of their own medical expenses.

13. Perform only those procedures ordered by the physician for which the student has been instructed either in class or by the office staff and that is within the Medical Assistant scope of practice.

14. Keep the legal and ethical code of confidentiality of patient information and physician's business information as taught in MOA 112 and other classes. Breach of ethics, confidentiality, or any HIPAA violations may be reason for immediate withdrawal of the student from the Clinical Practicum and the program as well as a potential for legal action. Because of new federal guidelines for release of information (HIPAA) students may be required to sign confidentiality agreements with their Clinical Practicum site and complete HIPAA training.

15. Report any problems that cannot be dealt with by the student to the instructor. Recognize the instructor as the liaison between the medical office and the student. If any problems arise with questionable activities at the placement or difficulties with personnel, this should be brought to the attention of the instructor IMMEDIATELY.

16. Submit weekly written reports of their activities via weekly time sheets.

17. Post in JetNet classroom weekly including one post regarding your experiences during the week and providing a response to at least one other student’s post.

18. Represent JCC's Medical Assistant Program to the community by being an example of professionalism.

19. Complete a minimum of 180 (having taken MOA216) hours of Clinical Practicum by arrangement with the medical office staff within the semester unless other agreement made with the instructor.

20. Students must submit their schedule and abide by set schedule. If for some reason the student has to call in or miss a scheduled day, the site and program director must be notified.

### Associate Degree Outcomes Assessment

Associate Degree Outcomes for this course are shown below. Instructor will use corresponding rubric to report assessment. This is a course assessment and does not affect individual student grade assignment but, looks at the class as a whole.

**ADO 7 Critical Thinking – Proficient.**  
*Tool:* Externship Paper

**ADO 9 Working in Small Groups – Proficient.**  
*Tool:* Final Externship Evaluation
### Evaluation Criteria

<table>
<thead>
<tr>
<th>Task</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Site Information Form</td>
<td>5%</td>
</tr>
<tr>
<td>Weekly Diary Sheets</td>
<td>5%</td>
</tr>
<tr>
<td>Jet Net Participation</td>
<td>15%</td>
</tr>
<tr>
<td>Mid-Term Professional Evaluation</td>
<td>10%</td>
</tr>
<tr>
<td>Final Evaluation</td>
<td>25%</td>
</tr>
<tr>
<td>Clinical Practicum Paper</td>
<td>25%</td>
</tr>
<tr>
<td>Surveys</td>
<td>15%</td>
</tr>
</tbody>
</table>

If any of the above tasks are not completed, you will not be given a passing grade in the class.

If a score of less than 80% is received on the Professional Evaluation or Final Evaluation you will automatically receive a grade of 1.5 for the course.

1. At the half-way point the student will e-mail the instructor to request the instructor schedule a site visit. The instructor will meet with the site supervisor and discuss student progress. The official final evaluation form will be left with the supervisor to be completed once the student has finished all Clinical Practicum hours.

2. The student will meet with the instructor to discuss the above evaluations.

3. Each student will be given copies of the evaluation forms for specific information on performance requirements and areas to be evaluated. Upon completion these forms are kept on file within the Allied Health Department for future reference and are confidential. The information may only be released if the student requests a copy for themselves or signs a release of information form to have it sent to a potential employer or other party as requested by the student.

**Grading scale:**

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>4.0</td>
<td>100-94%</td>
</tr>
<tr>
<td>3.5</td>
<td>93-89%</td>
</tr>
<tr>
<td>3.0</td>
<td>88-85%</td>
</tr>
<tr>
<td>2.5</td>
<td>84-80%</td>
</tr>
<tr>
<td>2.0</td>
<td>79-75%</td>
</tr>
<tr>
<td>1.5</td>
<td>74-70%</td>
</tr>
<tr>
<td>1.0</td>
<td>69-65%</td>
</tr>
<tr>
<td>0.5</td>
<td>64-60%</td>
</tr>
<tr>
<td>0.0</td>
<td>below 60%</td>
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</tbody>
</table>

Student will be warned verbally and then in writing if Clinical Practicum performance is unacceptable. However, in certain circumstances removal from the site may be warranted at the site supervisor or program directors discretion. If a student does not meet Clinical Practicum requirements or is asked to leave (is fired from) a site, the instructor is not required to place the student in a new site.
GENERAL POLICIES AND PROCEDURES FOR ALL ALLIED HEALTH STUDENTS

**Attendance:** Dependability and punctuality are important factors in the Medical Assistant clinical component. Any absences or tardiness, no matter how legitimate, disrupts the learning process of the student and disrupts the operational function of the Clinical setting. Students must complete a request for clinical absence for an approved scheduled absence. (See Exhibit C).

Students are required to notify the appropriate supervisor at their Clinical Practicum of their absences for each occurrence. The notification of absence intent should be at least 1/2 hour (30 minutes) prior to the student’s scheduled starting time. All missed clinical time must be made up within the semester that the absence occurred. Two absences that are not reported to the appropriate supervisor and the program director will result in dismissal from your site, the Clinical Practicum, and the program.

Students are required to be at their Clinical Practicum until the completion of their assigned shift unless permission is obtained from the site supervisor. Students will only receive clinical hours for time actually spent within the clinical setting. Students are required to submit Clinical Practicum attendance reporting forms. Students cannot count lunch toward their time, unless they are involved in a drug rep lunch with a presentation.

The student is to notify the site supervisor whenever the student leaves the medical office/lab/department. Failure to do so may be interpreted as abandonment of the Clinical Practicum assignment.

**Tardiness:** Excessive tardiness (6 minutes or more) will be counted against the total Clinical Practicum hours. If it appears that arrival time will be late, notify the Medical department/or Clinical Practicum Supervisor whenever possible. Excessive tardiness will result in a warning action.

**Injury:** Any student who incurs an injury during their program studies at an Clinical Practicum must notify the Clinical Practicum (site) Supervisor immediately and the Program Director as soon as possible. The student will be instructed to follow the Clinical Practicum site’s process when such an injury occurs within their facility.

**Personal Illness or Injury:** Any student who is unable to perform the routine duties of a Medical Assistant because of personal illness or injury must notify the Clinical Practicum Supervisor and Program Coordinator as soon as possible, including the anticipated length of the illness or disability.

**Dress Code:** The way a student dresses is a reflection of themselves as well as Jackson Community College and the Clinical Practicum site. The student’s appearance will reflect good personal hygiene and professional dress during all of their Clinical Practicum and be compatible with the dress code of their current clinical site. The student should check with the site supervisor regarding specific requirements of the clinical site. The student’s mode of dress must adhere to the proper safety regulations and requirements of the clinical site. Excessive amounts of jewelry, piercings, visible tattoos, and sandals are NOT to be worn while at the clinical site.

The Jackson Community College student uniform must consist of the following:

- Must comply with the Clinical Practicum dress code.
- JCC Student ID on a clip and or clinical site security ID must be worn by all students
- Medical Assistants: Any color scrubs, white socks and clean shoes, a watch, long hair pulled back, nails short, beard/mustache trimmed. See following:
<table>
<thead>
<tr>
<th>Area of Conduct or Dress Code</th>
<th>Required</th>
<th>Not Appropriate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Uniform- Scrubs</strong></td>
<td>Cleaned &amp; pressed</td>
<td>Scrubs can be any color or style if allowed by Clinical Practicum site</td>
</tr>
<tr>
<td>Socks</td>
<td>Clean White Socks that covers ankles</td>
<td></td>
</tr>
<tr>
<td><strong>Shoes</strong></td>
<td>Clean White or mostly white Nursing or Tennis Shoes or coordinating shoes</td>
<td>Sling backs, sandal type, crocs</td>
</tr>
<tr>
<td>Shoe Laces</td>
<td>Clean</td>
<td></td>
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<tr>
<td><strong>Hair</strong></td>
<td>Clean</td>
<td></td>
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<tr>
<td>Styled appropriately</td>
<td>Off collar; does not fall in face, or has loose ends or flyways strands</td>
<td></td>
</tr>
<tr>
<td><strong>Hair accessories</strong></td>
<td>Hair band, barrette</td>
<td>Scarves, hats, large decorative hairpieces or ornaments are not allowed</td>
</tr>
<tr>
<td><strong>Beard, sideburn, mustaches</strong></td>
<td>Clean, neat, and trimmed</td>
<td></td>
</tr>
<tr>
<td><strong>Facial piercing</strong></td>
<td>Not allowed</td>
<td></td>
</tr>
<tr>
<td><strong>Tattoos</strong></td>
<td>Not allowed; Should not be visible</td>
<td></td>
</tr>
<tr>
<td><strong>Jewelry</strong></td>
<td>Limited amount of jewelry</td>
<td></td>
</tr>
<tr>
<td>Rings</td>
<td>Only wedding &amp; engagement rings allowed</td>
<td></td>
</tr>
<tr>
<td><strong>Earrings</strong></td>
<td>Only one set allowed on lower lobe</td>
<td></td>
</tr>
<tr>
<td><strong>Watch</strong></td>
<td>With second hand</td>
<td></td>
</tr>
<tr>
<td><strong>Stethoscope</strong></td>
<td>Required at all times at site</td>
<td></td>
</tr>
<tr>
<td>Necklaces</td>
<td>Simple, subtle</td>
<td>Large or choker type</td>
</tr>
<tr>
<td><strong>Bracelets</strong></td>
<td>Not allowed</td>
<td></td>
</tr>
<tr>
<td><strong>Nails</strong></td>
<td>Clean</td>
<td>Bright colors, chipped polish, bitten, or long</td>
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<tr>
<td>Trimmed to appropriate length</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polish clear or neutral color</td>
<td></td>
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</tr>
<tr>
<td><strong>Make Up</strong></td>
<td>Used appropriately; sparingly; should be natural looking</td>
<td></td>
</tr>
<tr>
<td><strong>Perfume/ Cologne/Smoke Smell</strong></td>
<td>No perfume or cologne should be used. If student smokes, must use Febreeze</td>
<td></td>
</tr>
<tr>
<td><strong>Gum chewing</strong></td>
<td>No gum chewing – use breath mints or strips before coming in contact w/ patient</td>
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</tbody>
</table>
Communicable Disease Policy: To protect health care personnel from transmission by considering all patients as potentially infected with HIV and/or other blood-borne pathogens, and to adhere rigorously to infection control precautions for minimizing the risk of exposure to blood, bodily fluids, and moist body substances of all patients (as per OSHA standards).

1. All health-care workers should routinely use appropriate barrier precautions to prevent skin and mucous-membrane exposure when contact with blood or other bodily fluids of any patient is anticipated. Gloves should be worn for touching blood and body fluids, mucous membranes, or non-intact skin of all patients, and for handling items or surfaces soiled with blood or body fluids. Gloves should also be worn during venipuncture or other vascular access procedures. Gloves should be changed after contact with each patient. Masks and protective eyewear or face shields should be worn during procedures that are likely to generate droplets of blood or other body fluids to prevent exposure of mucous membranes of the mouth, nose, and eyes. Gowns or aprons should be worn during procedures that are likely to generate splashes of blood or their body fluids.

2. Hands and other skin surfaces should be washed immediately and thoroughly if contaminated with blood or other body fluids. Hands should be washed immediately after gloves are removed.

3. All health-care workers should take precautions to prevent injuries caused by needles, scalpels, and other sharp instruments or devices during procedures; when cleaning used instruments; during disposal of used needles; and when handling sharp instruments after procedures. Refer to the policy and procedure manual of each clinical site for the specific methods for disposing of the objects mentioned above.

4. Although saliva has not been implicated in HIV transmission, to minimize the need for mouth-to-mouth resuscitation, mouthpieces, resuscitation bags, or other ventilation devices should be available for use in areas in which the need for resuscitation is predictable.

5. Health-care workers who have exudative lesions or weeping dermatitis should refrain from all direct patient care and from handling patient-care equipment until the condition resolves.

6. Pregnant health-care workers are not known to be at greater risk of contracting HIV infection than health-care workers who are not pregnant; however, if a health-care worker develops HIV infections during pregnancy, the infant is at risk of infection resulting from pre-natal transmission. Because of this risk, pregnant health-care workers should be especially familiar with and strictly adhere to precautions to minimize the risk of HIV transmission.

Body substances such as feces, airway secretions, and wound drainage, and urine always may contain potentially infectious organisms. The universal precaution system not only protects health-care workers from transmission of blood-borne pathogens, but also from other infectious agents found in moist body substances. Patients are protected from organisms present on the hands of personnel, and the staff’s hands are protected from acquiring new organisms.
STUDENT CONDUCT/WARNING NOTICE PROCEDURE

Medical Assistant students are expected and required to conduct themselves in a professional manner at all times.

A student will receive a verbal warning notice as the first step of the probation process for unsatisfactory performance. A written warning notice is the second step of the probation process. These notices will be issued soon after the problem is identified. **If the student commits the same violation OR another violation after receiving ANY written warning, they will be removed from the site and the program.**

**The criteria for receiving a warning notice include:**

1. Unsatisfactory achievement of clinical objectives.
2. Unsafe clinical practice. It is understood that unsafe practice may include either a combination of several repetitive examples of the following:
   a. Errors in recording a pertinent clinical data
   b. Failure of safely adopting basic patient care skills to actual patient care situations resulting in actual or potential patient harm
   c. Failure to demonstrate sound judgment relative to the student’s degree of MOA curriculum completion
   d. Unsafe or inappropriate diagnostic service to the patient
   e. Universal precautions
3. Failure to establish effective working relationships with clinical site team members in providing patient services
4. Failure to establish effective relationships with patients
5. Violation of either the AAMA ([www.aama-ntl.org](http://www.aama-ntl.org)) codes of ethics.
6. Failure to assume the responsibilities of a student in the MOA program:
   a. Excessive tardiness
   b. Inappropriate personal appearance or inappropriate clinical behavior
   c. Repeated failure to submit required written work in the clinical area or repeated lateness in submitting work.
8. Failure to meet the “Clinical Guidelines & Competency Levels” of the JCC MOA Program.
9. Failure to submit clinical documents such as, evaluation forms, time sheets, log sheets.

**Student’s reply to the warning notice**

1. The student is required to reply to the warning notice **within one week**, using the student corrective action reply (Exhibit D). The student’s reply must show evidence of problem solving regarding the identified unsatisfactory behaviors. The reply must include the following:
   a. Student’s perception of the problem
   b. Awareness of the seriousness of the Warning Notice
   c. Methods that will be utilized to correct problem

**Resolution of the warning notice**

At the end of an established probationary period, the student and the instructor will have a conference to discuss the effectiveness of the corrective action taken. If the student has progressed to another clinical area during this time, the student will be evaluated by both the instructor who issued the Warning Notice and the current instructor.

1. If the student shows satisfactory improvement, the Warning Notice will be resolved. A written evaluation of the student’s progress will be submitted, signed and dated by both the instructor(s) and the student. This will remain on file until the student graduates. Copies go to the Director of Allied Health, Chairperson of Allied Health, Program Coordinator, the Clinical Instructor and the student.
2. If the behavior that originally elicited the warning notice reoccurs, the student will automatically fail the clinical portion of that course, thus fail the course.
3. If a student fails the Clinical Practicum portion of the program due to failure to correct previous actions, the student will not be placed in a second site and will not be allowed to complete the program.

**Due Process**

Check your JCC Student Handbook or JCC website for policies

**Personal Problem Solving**

If any Medical Assistant student is having difficulties maintaining the program course work, personal conflicts, or complaints regarding the program Due Process, a social worker is also available by appointment in Student Services.

**REMOVAL FROM THE SITE AND PROGRAM**

***If it is deemed necessary, the site supervisor or program director, whether when the incident occurs or when the program director is made aware of the incident, may pull the student from the site without prior notice due to inappropriate or unprofessional behavior and the student will not be placed in a new site and in turn, be unable to complete their program.

The criteria for immediate removal from the site and the program include:

1. Evidence that a student is under the influence of alcohol or an illegal drug while at a clinical site. If there is reason to believe that a student is under the influence of drugs and/or alcohol, they will be required to undergo drug and/or alcohol testing. If the test returns a positive result or the student refuses to be tested, the student will be removed from the Clinical Practicum and the program.
2. Knowingly practicing outside of the medical assistant scope of practice.
3. Unethical behavior, i.e., lying, cheating, stealing, etc.
4. Any HIPAA violation.
Application for CMA(AAMA) Exam.

During the MA Capstone Course, you will be given the CMA(AAMA) Exam Application Handbook. Please note that the exam costs $125.00, so plan accordingly. You must be completed with your entire program in order to be eligible to sit for the certification exam.

The following are grounds for denial of eligibility for the Certified Medical Assistant (CMA) credential, or for discipline of Certified Medical Assistants (CMAs).

◊ Obtaining or attempting to obtain certification or recertification of the CMA credential by fraud or deception
◊ Knowingly assisting another to obtain or attempt to obtain certification or recertification by fraud or deception
◊ Misstatement of material fact or failure to make a statement of material fact in application for certification or recertification
◊ Falsifying information required for admission to the CMA Examination, impersonating another examinee, or falsifying education or credentials
◊ Copying answers, permitting another to copy answers, or providing or receiving unauthorized advice about examination content during the CMA Examination
◊ Unauthorized possession or distribution of examination materials, including copying and reproducing examination questions and problems

Individuals who have been found guilty of a felony, or pleaded guilty to a felony, are not eligible to take the CMA Exam. However, the Certifying Board may grant a waiver based upon mitigating circumstances, which may include, but need not be limited to, the following:

◊ The age at which the crime was committed
◊ The circumstances surrounding the crime
◊ The nature of the crime committed
◊ The length of time since the conviction
◊ The individual's criminal history since the conviction
◊ The individual's current employment references
◊ The individual's character references
◊ Other evidence demonstrating the ability of the individual to perform the professional responsibilities competently, and evidence that the individual does not pose a threat to the health or safety of patients

If you wish to request that the Certifying Board permit you to take the test, submit written evidence of mitigating circumstances with your application, which-in your opinion-demonstrate that your felony conviction or plea should not prevent you from taking the CMA (AAMA) Certification Exam.
Graduation & Commencement

A graduation application must be completed and turned into Student Services.

***If you are graduating with an Associate of Applied Science you will also need to apply to graduate with the Certificate as well in order to be eligible to sit for the CMA(AAMA) exam since program accreditation is on the Certificate program.***

Currently Enrolled Students

1. Complete degree and/or certificate requirements from the current catalog (year of graduation), or
2. Complete degree and/or certificate requirements from the catalog in effect the year a student first entered JCC (the catalog of entry) or any subsequent catalog provided that the student has maintained continuous enrollment at JCC.
3. Continuous enrollment/attendance means a student must attend at least one semester during an academic year which is defined as August 1 through July 31.

Previously Enrolled Students

Students have five academic years to apply for graduation from the time they complete their last JCC course. However, you cannot sit for the CMA(AAMA) exam unless you are a graduate of the program.

See the College Catalog for Graduation Application Deadlines.

The minimum number of credits that must be taken at JCC for any degree or certificate program is 12. A minimum of 12 additional credits must be taken at JCC for a second degree while a minimum six additional credits must be taken at JCC for a second certificate.

Commencement

Commencement is the graduation ceremony, held annually in late April or early May. Fall graduates and current Winter semester candidates who have not participated in a commencement are invited to attend. Spring semester candidates* may participate before completion of their degree/certificate program if they:

- Apply by the deadline
- Are within 10 credits of graduation and the required courses.
I wish to be considered for acceptance into the JCC Practicum / Clinical Practicum Program for:

(Put a check before the desired program and semester)

☐ MEDICAL ASSISTANT ASSOCIATE IN APPLIED SCIENCE
☐ MEDICAL ASSISTANT CERTIFICATE

☐ FALL SEMESTER CLINICAL PRACTICUM
☐ WINTER SEMESTER CLINICAL PRACTICUM
☐ SPRING SEMESTER CLINICAL PRACTICUM

Once all paperwork is completed, you must schedule an appointment with the program director to discuss placement. If you do not meet with the program director by the application deadline with all paperwork completed, you will not be eligible for Clinical Practicum and will have to wait until the next semester.

When meeting with the Program Director you must bring this form, the HEALTH CERTIFICATION FORM, a copy of your immunization record and TB test results, a copy of your CPR card, and a resume.

APPLICATION DEADLINES (must meet with the program director by this date)

JULY 1st FOR FALL SEMESTER (AUGUST)
NOVEMBER 1st FOR WINTER SEMESTER (JANUARY)
MARCH 1st FOR SPRING SEMESTER (MAY/JUNE)

NAME________________________________________________________Previous Last Name______________________

ADDRESS___________________________________________________________________________________________

CITY______________________________________STATE_______________________ZIP___________________

STUDENT ID NUMBER_____________________________HOME PHONE_____________________________________

WORK / CELL PHONE________________________________EMAIL ADDRESS_______________________________

Please list three geographic areas you would prefer or if you would like, include specific site names and phone numbers.

____________________________________________
____________________________________________
____________________________________________

My signature verifies that I have met all requirements for application to the Clinical Practicum program; read and understand the Technical Standards for Admission; and my admissions file is complete.

Student Signature_________________________________________ Date ________________________
Jackson Community College
Health Certification Form

Allied Health & Nursing Departments

Jackson Community College’s Departments of Allied Health & Nursing require that each student furnish the following documentation:

1. A Statement of Physical/Emotional Fitness
2. Current Health Provider CPR certification
3. Verification of Immunization Status

The completed Health Certification Form and copies of the required records must be provided before the student may begin clinical practicum. Students will not be allowed in clinical if current documentation is not submitted.

A. Identification

<table>
<thead>
<tr>
<th>Student’s Name:</th>
<th>Student ID Number:</th>
</tr>
</thead>
</table>

B. Statement of Physical/Emotional Fitness (MUST BE COMPLETED BY A PHYSICIAN, PHYSICIAN ASSISTANT, OR NURSE PRACTITIONER). Please review the attached technical standards and functions for ______________________________ (insert program of study).

I have reviewed the attached technical standards and functions for this student’s program of study and in my judgment this student is physically and emotionally capable of participating in the Jackson Community College Health Occupation program indicated above.

<table>
<thead>
<tr>
<th>Signature of physician, physician assistant, or nurse practitioner</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Type or print name of physician, physician assistant, or nurse practitioner</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telephone Number (including area code) (Required)</th>
<th>Date</th>
</tr>
</thead>
</table>

Any student with a condition that could impact decision making or the physical ability to provide client/patient care must discuss his/her condition with the program director for his/her program of study.

Immunization Requirements

According to the Center for Disease Control (CDC), all healthcare personnel (HCP) must show evidence of immunity to measles, mumps, rubella and varicella. In addition, due to the potential exposure to blood or bodily fluids and risks related to direct patient contact, the CDC recommends that HCP protect themselves with vaccinations against Hepatitis B and Tetanus/Diphtheria/Pertussis and be screened for Tuberculosis. JCC students must provide documentation of compliance with the CDC Healthcare Personnel Recommendations. Documentation of immunity must be a copy of an official immunization record or copies of lab reports indicating positive titers (self reporting or parent’s record of disease or vaccinations is not acceptable). See the next page for a listing of immunization requirements.
All Required Documentation Must Accompany This Form
CPR & TB Must Remain Current Throughout The Duration of the Practicum

C. CPR Certification and Immunization Checklist:

1. CPR Certification (Professional Rescuer or BLS for Health Care Provider)
   • Submit copy of both the front and back of card
     Allied Health Dept. will only accept BLS for Health Care Provider

D. Required Immunizations:
   Submit Copies Of An Official Immunization Record Or Lab Reports For The Following Immunizations. Keep
   Originals For You Own File

1. Rubella (German Measles)
   • Documentation of 2 doses of MMR 4 weeks apart OR a positive Rubella titer
2. Rubeola (Hard Measles)
   • Documentation of 2 doses of MMR 4 weeks apart OR a positive Rubeola titer
3. Parotitis (Mumps)
   • Documentation of 2 doses of MMR 4 weeks apart OR a positive Mumps titer
4. Varicella (Chicken Pox)
   • Documentation of 2 doses of Varicella given 28 days apart OR a positive Varicella titer
5. Diphtheria/Tetanus/Pertussis (TD or Tdap)
   • Documentation of a booster within the past 10 years. If booster is needed recommend a Tdap
6. Hepatitis B
   • Documentation of 3 dose Hepatitis B series at 0-1-6 month interval OR a positive Hep B surface antibody titer

E. Two Step Tuberculin Skin Test (TST):
   Submit The Following

1. Documentation of first negative TST
2. Documentation of second negative TST
3. If first TST is positive you need documentation from your health care provider of evaluation and treatment OR
4. If you have a previously positive TST you must submit a copy of a chest x-ray, no older than 2 years, and documentation from your health care provider that there is no active pulmonary disease.
5. The date of the second test becomes the anniversary date for your annual TST.

NOTE: It is the student’s responsibility to keep their health record updated and evidence submitted to the Admission Coordinator prior to the expiration date. Failure to do will result in the inability to attend clinical.

By signing below I give my permission for Jackson Community College to release any and all information contained in this record to any clinical facility that I am assigned to. I also understand that I am responsible for the accuracy of the information I have provided and that I am required to notify JCC if there is a change in my health that could potentially impact my ability to participate in my program of study. I further acknowledge that failure to provide accurate and complete health records and/or failure to notify JCC of a change in my health that could potentially impact my ability to participate in my program of study could result in me being dismissed from my program of study.

Student Signature ____________________________________ Date___________________
The Allied Health Department faculty has specified the following non-academic criteria which applicants generally are expected to meet in order to participate in the Department of Allied Health Sciences programs and professional practice. These technical standards are necessary and essential and have been developed to provide for the health and safety of the patients receiving care from the Allied Health Department program students.

**OBSERVATION** – The applicant must be able to participate in all demonstrations, laboratory exercises and Clinical Practicum in the clinical component and to assess and comprehend the condition of all patients assigned for examination, diagnosis and treatment.

**COMMUNICATION** – The applicant must be able to communicate with patients to effectively elicit patient compliance, understand and assess non-verbal communications; and be able to effectively transmit information to patients, physicians, paraprofessionals, faculty and staff in a timely way.

**PSYCHOMOTOR** – The applicant must have motor functions sufficient to elicit information from patients by appropriate diagnostic or therapeutic maneuvers; be able to perform basic tasks; possess all necessary skills to carry out diagnostic or therapeutic procedures; be able to interpret movements reasonably required to provide general care and emergent treatment/actions as necessary for patient safety and comfort.

**INTELLECTUAL / CONCEPTUAL INTEGRATIVE AND QUANTITATIVE ABILITIES** – The applicant must be able to measure, calculate, reason, analyze, evaluate, and synthesize information and observations. Problem solving, the critical skill demanded of Allied Health Practitioners, requires all of these cognitive abilities. In addition, the applicant must be able to comprehend three-dimensional structures and understand the spatial relationships of these structures.

**BEHAVIOR AND SOCIAL ATTRIBUTES** – The applicant must possess the emotional health required for full utilization of intellectual abilities; execute appropriate medical judgment; the prompt completion of assigned or non-assigned responsibilities for care of and service to the patient; and the development of supportive and effective relationships with patients. Applicants must be able to tolerate physical and mental work loads, function effectively under stress, adapt to changing environments and conditions, display flexibility and function in the face of uncertainties inherent in the clinical setting and with patients. Compassion, integrity, concern for others, interest and motivation are personal qualities with each applicant should possess.

You need to be able to perform each of these tasks with or without accommodation. If an accommodation is necessary because of a disability it is your responsibility to provide documentation and to request accommodation. The college will endeavor to satisfy requests for reasonable accommodations however it is not guaranteed.
I. Purpose of the Clinical Practicum
   a. To prepare students for entry-level medical assistant employment.
   b. To provide a real life experience for application of knowledge, skills, behaviors, and ethics learned in coursework in a qualified healthcare setting.
   c. To meet requirements of quality education in a MAERB/CAAHEP accredited medical assistant program.

II. Goals for the Clinical Practicum Experience
   a. To ease the transition from classroom to “real world” training and work experience in a medical setting with licensed healthcare practitioners.
   b. To allow the student to practice administrative and clinical skills under supervision in a functioning medical practice.
   c. To develop a confident, skilled, safe medical assistant graduate.
   d. To prepare the JCC MA student to pass obtain a credential as a Certified Medical Assistant – CMA(AAMA) or RMA(AMT).

III. Student Responsibilities
   a. To successfully complete prerequisite course and performance requirements to qualify for Clinical Practicum.
   b. To obtain medical documentation of fitness for work compared to technical standards including update of necessary immunizations, TB test, and other tests as required by a particular Clinical Practicum placement site that may include drug testing.
   c. To perform to the best of the student’s ability and not perform procedures beyond their capabilities or training (within scope of practice).
   d. To comply with course syllabus objectives including submission of diary reports, weekly status, time sheets, and final evaluations.
   e. To maintain confidentiality of patient and office information according to HIPAA and ethical standards and sign confidentiality agreements as requested.
   f. To abide by the JCC “no drug” campus policy in the JCC Student Handbook in regards to alcohol, over the counter and prescription drug, and illegal drug use. The student must be sober and fit for work.
   g. The student is responsible for reporting to Clinical Practicum as scheduled and on time and ready for work.
   h. To adhere to professional dress code policies outlined in the course syllabus and with the Clinical Practicum site rules on appearance.
   i. To report any occupational exposure immediately following first aid and/or treatment to the Clinical Practicum Coordinator and complete an incident report. Students will seek appropriate medical treatment and testing from their primary care physician or the emergency department. Students are responsible for their own medical expenses as they are not employees.
   j. To accept constructive criticism and instruction during training with a positive attitude and attempt to alter their behavior.
IV. Clinical Practicum Site Responsibilities

a. To provide an orientation to the student including discussion of policies, procedures, protocols, and regulations for the site.
b. To provide 180 hours for Medical Assistants students of non-paid learning experience through practical application of skills as part of the office team.
c. To provide supervision and assure safe and suitable conditions including adherence to Universal Precautions and Bloodborne Pathogen standards.
d. To communicate feedback comments and suggestions for improvement appropriately to the student as situations occur.
e. To evaluate student performance twice by completing evaluation forms at Midterm and Final.
f. To verify diary/time sheets.
g. To communicate concerns to the JCC MA Practicum Coordinator as soon as possible.

V. JCC’s Responsibilities

a. To maintain the educational integrity of the Clinical Practicum program.
b. To provide a coordinator to serve as the liaison between JCC the supervisor/ office staff and the student. This includes a minimum of one office visit for observation.
c. To provide liability insurance during the clinical practice experience.
d. To maintain MAERB/CAAHEP accredited program standards in prerequisite coursework in preparation for Clinical Practicum.
e. To provide at least 3 hours of training in Universal Standards and Precautions, Blood borne Pathogen exposure prevention, 3 hours of HIPAA and confidentiality ethics training, and document EMS 110 or Healthcare provider CPR and First Aid training prior to Clinical Practicum.
f. To coordinate maintain student records, student evaluations, share the evaluation with the student, and calculate final grades.

If you have any concerns or questions please contact me at the number below. Thank you again for assisting our students in developing their skills and reaching their goals.

Dr. Kristin M. Spencer, PhD, MBA, CMA(AAMA)
Medical Assistant Program Coordinator
Jackson Community College
2111 Emmons Road
Jackson MI  49201
Phone: 517 796 8463
SpencerKristinM01@jccmi.edu
REQUEST TO SCHEDULE CLINICAL PRACTICUM ABSENCE

Student name: ______________________________________ Date: ______________________

Requested date of absence(s): __________________________________________________

Semester: Fall __________ Spring/Summer __________ Winter __________

Clinical Education Center: __________________________________________________

My plan to make-up the missed time is as follows:

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Student’s signature: ____________________________________________________________

Clinical Practicum Coordinator’s signature: _______________________________________

Program Coordinator’s signature: ________________________________________________

Directions: Complete form one week prior to requested date of absence. One copy to Clinical Practicum Coordinator -- One copy to Program Coordinator, Retain one copy for your own records.
Jackson Community College
Student Medical Assistant Clinical Practicum Requirements

The following are safety and technical requirements that the Medical Assistant Students of Jackson Community College are required to follow while in their Clinical Practicum for the protection of the student, the patients, and the site. These standards are taught in the courses and required by the accrediting body (CAAHEP & AAMA).

1) Must demonstrate proper medical and surgical aseptic technique including:
   - Proper handwashing.
   - Proper cleaning of patient room (i.e. changing paper after each patient, cleaning table with disinfectant if patient is unclothed).
   - Proper disposal of waste – Biohazard waste disposal may vary (i.e. Some offices may only require waste saturated in blood to be disposed of in biohazard. Please notify the student of your policy).

2) Must use gloves when performing any procedures in which there is possible contact with patient fluids such as:
   - Giving Injections
   - Drawing Blood
   - Performing Any Lab Testing (i.e. Blood Glucose, Urinalysis, Throat Cultures)
   - Assisting with any procedure (i.e. Pap tests, office surgeries)
   - Cleaning surgical instruments

3) Must perform vital signs as instructed:
   - Must take pulse for 30 seconds and double unless pulse is thready or irregular, then must take for full minute.
   - Will observe respirations for remaining 30 seconds and double.
   - Must take Blood Pressure accurately by listening through sounds through stethoscope and releasing air at a rate of 2 to 3 mm Hg per second.
4) Must follow OSHA guidelines including:

- No recapping of needles.
- Must put all needles and glass in sharps containers.
- Must use safety needles, safety syringes, and safety lancets.
- Must wear Personal Protective Equipment when required by OSHA guidelines.

5) Miscellaneous requirements:

- When drawing blood, if unsuccessful after two attempts, must get assistance from supervisor.
- Cannot administer medications that they did not prepare or observe being prepared.

If any of the above requirements cannot be met, please contact Kristin Spencer (517-796-8463 or SpencerKristinM01@jccmi.edu). Thank you for your consideration and your assistance in helping our students reach their career goals.
Exhibit D

Student Corrective Action Reply

Student_______________________________________ Date_________________

My perception of the problem:

My awareness of the seriousness of the problem:

Steps I will implement to correct the problem:

Students Signature_______________________________________________

Program Coordinator Signature_____________________________________

This form is due within three (3) days of issuance of Corrective Action Notice.

Distribution: Student/Student’s File
# Example Clinical Practicum Resume 1

## Jane N. Doe

<table>
<thead>
<tr>
<th>Address</th>
<th>123 Any Ave. Jackson, MI 49203</th>
</tr>
</thead>
</table>

## Profile

**Objective**

To obtain a 180 hour Medical Assistant Clinical Practicum.

## Key Skills

- Medical Office Management
- Medical Billing & Coding
- Electronic Medical Records
- Data Entry
- Specialty Exams
- Bookkeeping & Filing
- Taking Patient Vitals
- Blood Draws, Phlebotomy
- Injections
- Minor Office Procedures
- Patient Scheduling
- Patient Education
- HIPAA Knowledge
- Physicians Office Lab
- Administration Of Medication

## Education

<table>
<thead>
<tr>
<th>2007 to Present</th>
<th>Associate in Medical Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Jackson Community College 2111 Emmons Rd. Jackson MI 49203</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1996 to 2000</th>
<th>General Study</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Shawnee High School 3333 Zurmehly Rd. Lima Ohio 45806</td>
</tr>
</tbody>
</table>

## Work Experience

**Allegiance Hospital**

**Dietary Aide**

- Worked with patients on their menus that were appropriate for their diets and delivered their meals.

**Michigan Center School District**

**Paraprofessional, Special Ed. Aide**

- Helped students reach their goals and objectives.
- Supervised during lunch and recess times.
- Helped Teacher with book keeping and filling.

**St. Rita’s Hospital**

**Volunteer**

- Sterilized supplies and instruments and set up packs for autoclave.
- Delivered gifts to the patients.
- Filled paperwork in the emergency room.

## References

References Available upon request

## Professional Association Memberships

| AAMA | American Association of Medical Assistants |
Jane N. Doe  
123 Any St.  
Jackson, MI 49203  
517-123-1234  
jdoe01@yahoo.com

CAREER OBJECTIVE: To obtain a 180 hour Medical Assistant Clinical Practicum.

EDUCATION: Jackson Community College, Jackson, Michigan  
Associates in Health Science, Medical Assisting  
Expected graduation date, June, 2010

RELATED COURSE  
Medical Terminology    Anatomy & Physiology  
Law & Ethics        EKG  
Medical & Surgical Asepsis    Assisting with Exams  
Vitals        Medical Office Finance  
Administrative Procedures    Coding and Billing  
Lab Testing           Phlebotomy  
Administration of Medication       Minor Office Surgery

WORK:  
October, 2006- September, 2008, Parma Travel Center (Formally Buddies Mini Mart), Parma, MI  
Cashier

• Customer interaction  
• Handling large amounts of cash  
• Safe Access  
• Organize and stock merchandise

January, 2005- June, 2005, Ci Ci’s Pizza, Indianapolis, IN  
Buser

• Customer interaction  
• Closing  
• Dishwashing/ Cleaning

CERTIFICATES:  
First Aid and CPR Certification, FEMA Training

REFERENCES:  
Available upon request
Hand in at next class after class in which Clinical Practicum handbook was discussed*

Pre-Clinical Practicum Agreement

I, ______________________________, have received the paperwork to apply for Clinical Practicum which I intend to begin ________________________________ (semester/year).

I have read and understand the requirements to be eligible to begin my Clinical Practicum. I am also aware that all paperwork must be turned in, evaluated, and revised as necessary to be placed in a site.

If my paperwork is not completed (including revisions) by the date listed below, I understand that I will not be able to begin the Clinical Practicum until the following term.

I also understand and am aware of the possible consequences of being pulled or fired from an Clinical Practicum site and that if I am pulled or fired from my site I will fail the course and will not be placed in a second site and ultimately will not be able to continue in the program.

DATE PACKET DUE (completed with revisions)_________________ __________

_________________________________  __________
Student                                  Date

_________________________________  __________
Program Director/Practicum Coordinator  Date
MOA Clinical Practicum Agreement and Information Form

To be completed and handed in within first week of beginning Clinical Practicum.

Student Information

Name__________________________________________________________

Address_______________________________________________________

Phone ___________________________ Cell _________________________

Email ________________________________

Site Information

Name__________________________________________________________

Address_______________________________________________________

Contact Person ___________________________ E-Mail __________________

Phone ___________________________ Fax _________________________

Scheduled Hours:

M- ______ T- ______ W- ______ TH- ______ F- ______ S- ______ Su- ______

I _________________________________________ (student name) have fulfilled the requirements (credit and grade) to qualify for Clinical Practicum.

- I have read the syllabus and agree to follow the guidelines and objectives of the Clinical Practicum. I understand that my medical information will only be disclosed as needed to the Clinical Practicum site for proof of health and otherwise will be kept confidential.
- I have been assigned the above site and by signing this form I am agreeing to this placement and the scheduled hours agreed upon by myself and the site supervisor.
- I am aware that if I must be absent from the site that I have to contact the site as well as contacting the Program Director via e-mail.
- I understand that I am responsible for ensuring my site completes the Mid-Term eval and discusses it with me prior to the site visit.
- I am aware that if I do not pass my Clinical Practicum evaluations or if I am removed from the site with just cause, I will not be placed into another site and will not be able to complete the program.

Signature______________________________ Date_____________________

***This form must be completed by the student and returned to the instructor within one week of beginning hours at the Clinical Practicum site.***